

**GOVERNMENT OF INDIA
MINISTRY OF LABOUR AND EMPLOYMENT
RAJYA SABHA
UNSTARRED QUESTION NO. 2330
TO BE ANSWERED ON 12.03.2026**

EPFO SERVICES

2330. SHRI MASTHAN RAO YADAV BEEDHA:

Will the Minister of Labour and Employment be pleased to state:

- (a) whether Government is aware of frequent technical glitches and disruptions in EPFO website and online services causing inconvenience to subscribers;**
- (b) if so, the steps taken to fix these issues and to improve system stability, ease of use and grievance redressal;**
- (c) if not, the reasons for not taking action despite repeated complaints; and**
- (d) whether Government proposes to open EPFO offices in every district headquarters to improve service delivery and access for subscribers and if so, the details thereof?**

ANSWER

**MINISTER OF STATE FOR LABOUR AND EMPLOYMENT
(SUSHRI SHOBHA KARANDLAJE)**

(a) to (c): EPFO has been providing online services to its stakeholders i.e., EPF members, Employers and Pensioners through the 'Unified Portal' www.epfindia.gov.in

In response to the technical issues reported regarding the online services causing inconvenience to subscribers, an extensive diagnostic study was conducted, and several steps have been taken to improve performance.

New servers and storage systems have been installed to replace outdated end of support life equipment. The system capacity has been increased to handle higher loads. New routers, switches, enhanced bandwidth and load balancers have also been set up to improve speed and efficiency of services. Core applications have been moved to the upgraded system.

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Advanced security systems have been put in place, including next-generation firewalls, access control tools, and systems to monitor database and security incidents. A dedicated team has been deployed to run the Security Operations Center.

Through these measures, EPFO has improved system efficiency, enhanced the ease of doing business for employers and ease of living for members & pensioners.

(d): EPFO has 150 Regional Offices, 114 District Offices, 5 Special State Offices and 4 Service Centers across India.

The Employees' Provident Fund Organisation (EPFO) reviews its office structure from time to time keeping in view workload, coverage, administrative feasibility and overall service delivery requirements so as to ensure efficient and optimal delivery of services to its stakeholders.
